

Policies

Delivery

Customers that purchase items on-line can nominate one of two delivery options:

1. Home delivery

Parents can elect to have their purchases delivered directly to their home. Standard delivery charges apply and will be added to the final purchase price. Delivery usually takes 2-4 business days, depending on location.

2. On-campus pickup

Parents and or students can elect to pick items up at their on-campus uniform shop.

3. When will my order be ready?

Delivery is shipped next time the uniform shop is open.
Pick up can be made next time the uniform shop is open.

Refund/Returns

1. Non-Faulty Items

Alinta will refund or exchange any garments that have not been worn or washed, within 30 days of original dispatch date.

2. Faulty Items

Returned garments will be inspected by our quality control department. If the garment is deemed to be faulty due to a manufacturing or fabric defect, Alinta will replace or refund free of additional freight charges.

Return Options

Garments can be returned:

1. Via mail to :

Alinta Apparel Pty Ltd
Unit 5, 8 Stockyard Place
West Gosford, NSW, 2250
Australia

2. Or directly to the on-campus store.

Alinta encourages customers who elect to return garments via mail use registered post. Alinta will not be responsible for undelivered garments. Please ensure that all returned garments include the original purchase receipt.

Payments

Australian School Uniform Shop payments will be transacted in AUD\$. The name that will appear on your bank statement will be Alinta Apparel Pty Ltd.

New Zealand School Uniform Shop payments will be transacted in NZ\$. The name that will appear on your bank statement will be Alinta New Zealand Ltd.

Payments can be made using Visa or MasterCard from either credit or debit cards. This is applicable to both AUD and NZD currency and depending on the school chosen, will be billed in the relevant currency.

Payment from the customer's bank account is taken at the time the cart has been submitted for payment. Depending on the bank the customer is with, this may sit in the customer's pending transactions for 24 hours.

Please retain a copy of all receipts for proof of purchase.

Security

We have implemented appropriate security measures to ensure a safe on-line shopping environment. Transactions are processed on a secure server using the SSL (Secure Socket Layer) protocol which encrypts all information sent from your PC. You will know you are inside the secure server connection when you see an unbroken key or lock in the lower right hand corner of your browser window.

Privacy

Alinta Apparel Pty Ltd is committed to your privacy.

When you visit this web site we will not collect individually identifiable information about you, unless you voluntarily provide us with that information. Otherwise we will only collect statistical information about your visit to the site. Any personal information you provide to us will be kept confidential and only used to further support your relationship with us. Any information you provide to us will not be passed onto a third party, unless you have given us consent for this to occur. Agents or contractors of ours, who from time-to-time have access to your personal information, are required to keep this information confidential and not use it for a purpose other than carrying out the service they are performing for and on behalf of us. Should you not wish to receive information from us or wish to change or update your personal information simply notify us and we will satisfy all such requests as quickly as possible.

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If you require further information about our Terms of Use and Privacy Policy contact:

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